What is WFM

- Workforce management is an institutional process that maximizes performance levels and competency for an organization. The process includes all the activities needed to maintain a productive workforce, human resource management, performance and training management, data collection, recruiting, budgeting, forecasting, scheduling and analytics.

Daily duties of an RTM

- Monitors campaign to ensure optimal staffing levels.
- Intraday Reporting.
- Real Time Shrinkage.
- Support on flagging major system issues to Operations and intraday team.
- Correspond with the Intraday and/or dialler team regarding movement of support between LOBs on Real-time.
- Monitor adherence of Agents in real-time.
- Optimise offline activity in line with demand.
- Facilitates real-time discussions with necessary stakeholders.
- Helps with the integration and implementation of new call centre technologies.
- Assumes and performs other duties and responsibilities not specifically outlined herein, but which are logically and properly inherent to the position.
- Supporting the UCA with in-day/in-week management of IEX exceptions (Off Phone activities).

Adherence

- This basically refers to an advisor adhering to the scheduled shift by taking their breaks and lunches on time and any Offline time that ha been scheduled on their schedules.
- For e.g., Auxing properly accordingly to your schedule break time and any offline time.

Conformance

- This speaks to the advisors productivity for the day relating to hours worked.
- For e.g., If an advisors is scheduled for 3hrs of shift then they would need to be productive for the 3 hrs excluding the break or any offline time that's planned in for the advisor.

AHT – This consists of the 3 below mentioned metrics.

Total Talk Time – The amount of time Spent speaking to the customer.

Hold – The amount of time you place a customer on hold whilst trying to sort the issue of the customer.

ACW – After Call Work ((the amount of time spent completing your notes after a call)

Calculation – Talk time + Hold time + wrap time/total amount of calls received.

Factors that can cause AHT to increase	Factors that can cause AHT to Decrease
- Long hold times - Extended talk time - Extended Wrap time - Complaints - Complex queries - Calling through to different departments	- Property training for first call resolution. - Less Talk time - Less hold time - Less wrap time by trying to complete your notes on the call.

- Manager escalations	- Create Cheat Sheets to Help Streamline Call-Handling Processes -

Data Availability

- The amount of data available at our disposal for us to forecast and schedule accordingly to meet client SLA's provided.

PCA – Percentage of Calls Answered

- The percentage of calls answered per interval based on calls received per interval.
- How it works is that we need to take a certain amount of calls forecasted per interval by the client but the forecasted calls are not always accurate. So you will need to take the amount of calls answered/calls received*100 to get your %.

SLA – Service Leve Agreement

- It's the contractual agreement between the client and business to deliver agreed hours.
- When this is not met we can have a drop in SLA and potentially be fined.

What Factors can cause a drop in SLA?	What Factors can cause an increase in SLA?
- Absence - Not adhering to their scheduled adherence/Poor time keeping. - High AHT - Unauthorised OPA - Call Avoidance - Poor scheduling relating to less FTE than required. - Insufficient trained staff to handle a certain skill set. - Lateness - System Issues/Downtime	- Overstaffing - Low Absence - Adhering to scheduled breaks and lunches - Planned OPA - More multi-skilled advisors to handle the different demands. - Quality incentive structure

ASA – Average Speed of Answer

- How quick a call gets answered when a customer enters the queue.

BIM – Business Incident Management

- This is a call that gets sent out to all Outsource and Onshore clientele in case of a major system outage that needs to get fixed. On this call we will discuss impacts, severity of the impacts and the ETA it might take for the issue to be fixed. Also provides information on the way forward for advisors.

FTE – Full Time Employee

- **A full-time job is employment in which a person works a minimum number of hours defined as such by their employer.**

Attrition

- **The number of employees who left the business that was employed by the company.**

Good Attrition	Bad Attrition
- Promotions within a company	- Leavers who left the business/moved to another campaign.

Calculation

- **Amount of leavers/Current headcount*100**

Shrinkage

- **Advisors that are not active on the dialler and there are 2 types of attrition.**

In-Office Shrink	Out of Office Shrink
- Offline Time (121, Team Activity, training, etc.) - Supporting others logged off	- Absence - Maternity - Annual Leave